

## EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
S89	5	(chang\$5 or modif\$7 or updat\$6 or adjust\$7 or alter\$6) near3 (call or caller or calling or customer or client or party or user or subscriber) near3 (rout\$6 or forward\$6) near5 feedback and (rout\$5 or forward\$5) and feedback and (chang\$5 or modif\$7 or updat\$6 or adjust\$7 or alter\$6).clm.	US-PGPUB	OR	ON	2008/11/22 21:47
S90	4	customer with (feedback or feed-back or (feed near back)) same data near mining and feedback and data near mining and (updat\$5 or modif\$7 or chang\$5).clm.	US-PGPUB	OR	ON	2008/11/22 21:48

S91	0	manag\$7 near3 CRM and link\$5 near3 router near4 resources and (establish\$6 or creat\$5) near3 rout\$5 near2 criter\$6 and (rout\$5 or forward\$5) near3 service near2 request near4 (agent or resource) and obtain\$5 near3 (feedback or feed-back) with (documents or surveys or (data near mining)) and (modif\$6 or updat\$5) with skill with (profile or preference) with (feedback or feed-back) and determin\$5 near3 rout \$5with skill with (profile or preference) with rout\$5 near2 criter\$6.clm.	US-PGPUB	OR	ON	2008/11/22 21:52
S92	1	379/265.01 and (rout\$6 or forward\$6 or transfer\$8 or sent or send\$6 or transmi\$7) near3 (call or calling or caller or customer or party or user or client) near4 based near3 (feedback or feed-back or survey).clm.	US-PGPUB	OR	ON	2008/11/22 22:14

S95	0	379/265.01 and (chang\$5 or modif\$7 or updat \$6 or adjust\$7 or alter\$6) near3 (call or caller or calling or customer or client or party or user or subscriber) near3 (rout\$6 or forward\$6) near5 feedback and (rout\$5 or forward\$5) and feedback and (chang\$5 or modif\$7 or updat \$6 or adjust\$7 or alter\$6).clm.	US-PGPUB	OR	ON	2008/11/22 22:19
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